



Serial No.: 09/203,965
 Filed: December 2, 1998
 Group Art Unit: 2642

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Date: January 28, 2005

COMMISSIONER OF PATENTS
 P.O. Box 1450
 Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-159XX

Sir:

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is an amendment (26 pages) in the above-identified application. The following checked items are applicable:

A Petition for Extension of Time for one month(s) is hereby made, under \$1.136(a); check no. 13913 in the amount of \$320.00 (\$200 for additional independent claim and \$120 for one-month extension) is enclosed per \$1.17.

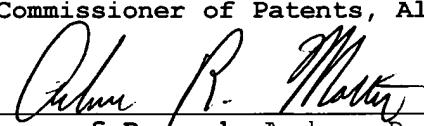
[] Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 4	- 3	= 1	x \$200.00 =	\$200.00
Total 20	- 20	= 0	x \$ 50.00 =	\$0.00
[] Multiple Dependent Claims (1st presentation)				+ \$300.00 =
SUBTOTAL ADDITIONAL CLAIM FEE				\$200.00
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				\$200.00

- The claim fee has been calculated above; check number 13913 in the amount of \$320 (\$200 for additional independent claim and \$120 for one month extension) is enclosed.
- In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.
- The Commissioner is hereby authorized to charge payment of any additional filing fees under \$1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, Alexandria, VA, 22313-1450 on 1-28-05.

SUBMIT IN TRIPPLICATE


 Attorney of Record: Andrew R. Martin
 Registration No. 45,413



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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Attorney's Docket : DAVOX-159XX
Examiner : William J. Deane, Jr.
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:
Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on
1-28-05.

By _____


Andrew R. Martin
Registration No. 45,413
Attorney for Applicants

RESPONSE AND AMENDMENT

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Dear Sir/Madam:

This amendment is being filed in response to the non-final Office Action mailed September 30, 2004. In response thereto, please enter the following amendments and consider the following remarks.